

## Preface

The writing of this manual by Regulatory Compliance Associates, Inc. (REGCOM) reflects the accumulation of insights and emerging issues regarding responding to a specific disaster event and subsequent disaster response, recovery, and resumption efforts. Business resumption is not automatic; even with well-prepared business contingency plans, there are surprises after a disaster occurs and people try to regroup.

Protecting customer information during a disaster has historically been a major focus point of financial institutions. Recent disasters have further underscored the importance of protecting information with respect to backup and recovery, as well as security against identity theft. Disasters today sometimes create multiple losses, not only at the moment of the destructive disaster event, but also continuing for weeks after if confidential personal information is stolen.

As the world continues to expand and place significant emphasis on remote financial services, including electronic banking, the importance of disaster response and timely recovery will continue to grow. A survey undertaken by Sheshunoff Information Services and REGCOM in the fourth quarter of 2005 emphasized the importance of response, recovery, and resumption efforts.

To write this publication, a great deal of insight and material was provided through research and review of the various publications issued by the following regulatory agencies which detailed the regulatory requirements and current guidelines pertaining to disaster response and recovery initiatives:

- Office of Thrift Supervision
- Federal Deposit Insurance Corporation
- Office of the Comptroller of the Currency
- Board of Governors of the Federal Reserve Board

There are also organizations which promote sharing of disaster planning, response, recovery, and resumption information, and security insights, between those responsible for preparing and responding to such events. The names of these organizations are cited in Appendix C of this manual.

During the writing of this manual, a number of individuals, institutions, organizations, and regulatory agencies contributed valuable insights, both in materials and interviews. In particular, we want to thank the hundreds of individuals who have shared their insights and experiences regarding their personal efforts to deal with disasters that affected their financial institutions. These first-hand insights and experiences have definitely shaped the writing and research related to this manual.

Thank you, finally, to the staff at SIS, and particularly Leanne Dillingham, who have worked diligently and closely with us to finish this publication. Without their help, we would not have been able to complete this project.